

## **PRIVACY POLICY**

**Design Roof Services LLC** (“DRS,” “we,” “us,” “our”)

**Website:** [www.designroofservicesllc.com](http://www.designroofservicesllc.com)

**Effective Date:** February 14, 2026

### **1. Scope**

This Privacy Policy explains how we collect, use, share, and protect information when you visit our website, request an estimate, schedule services, make a payment, or communicate with us (including by phone or text message).

### **2. Information We Collect**

#### **2.1. Information You Provide**

We may collect:

- Name, phone number, email address
- Service address and zip code
- Project/property details and notes
- Photos and messages you send us
- Appointment details and communication history

#### **2.2. Information Collected Automatically**

When you use our website, we may collect:

- IP address, device type, browser type
- Pages viewed and basic usage data
- Approximate location (city/state)
- Cookies or similar technologies used for site functionality and analytics

#### **2.3. Payment Information (QuickBooks Online)**

If you pay using a **QuickBooks Online (QBO)** payment link delivered by email and/or text, payment information is collected and processed by Intuit/QuickBooks and its payment processors. We may receive confirmation details such as payment status, amount, and date/time. We do not need or intend to store full card or bank account details on our systems.

### **3. How We Use Information**

We use information to:

- Provide estimates, schedule services, and perform services
- Communicate with you regarding your request (including by text message)
- Provide customer support and handle billing questions
- Improve our website, services, and operations
- Detect, prevent, and address fraud, misuse, and security issues
- Comply with legal obligations and enforce our agreements

#### **4. Text Messages (SMS) and Phone Communications**

##### **4.1. Service/Transactional Messages**

If you **text us at any of our phone numbers** or **provide your phone number** to us, you consent to receive text messages from Design Roof Services LLC related to your inquiry and services (such as scheduling, confirmations, reminders, estimates, proposal follow-ups, project updates, customer support, and billing questions).

##### **4.2. Marketing/Promotional Messages**

If you **separately opt in**, we may send marketing/promotional texts such as offers and seasonal reminders.

##### **4.3. SMS Disclosures**

- Message frequency varies
- Message and data rates may apply
- Reply **STOP** to opt out at any time
- Reply **HELP** for help
- Carriers are not liable for delayed or undelivered messages
- Consent is not a condition of purchase

We may use service providers to send/receive messages on our behalf.

#### **5. How We Share Information**

We may share information:

- With service providers who help us operate (website hosting, analytics, communications tools, CRM, invoicing, and payment services such as Intuit/QuickBooks)
- If required by law, subpoena, or legal process
- To protect the rights, safety, and security of DRS, our customers, or others
- In connection with a business transfer (e.g., merger, sale of assets)

We do not sell your personal information in exchange for money.

## **6. Cookies and Analytics**

We may use cookies and analytics tools to understand website traffic and improve performance. You can control cookies through your browser settings. Disabling cookies may affect some site functionality.

## **7. Data Retention**

We retain information as long as reasonably necessary to provide services, maintain business records, comply with legal obligations, resolve disputes, and enforce agreements.

## **8. Security**

We use reasonable safeguards designed to protect your information. No system is completely secure, and we cannot guarantee absolute security.

## **9. Children's Privacy**

Our services are not directed to children under 13, and we do not knowingly collect personal information from children.

## **10. Your Choices and Requests**

You may request access to, correction of, or deletion of certain personal information by contacting us. We may need to retain some information for legal or business purposes.

## **11. Changes to This Privacy Policy**

We may update this Privacy Policy from time to time. Updates will be posted on this page with a new effective date.

## **12. Contact Us**

**Design Roof Services LLC**

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(575) 689-5220

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